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"One Roof's mission is to equip and empower our community to prevent and end homelessness through advocacy, education, and coordination of services."

PromisSE Basic Training Workbook

May 2023 Edition

Have this workbook available (digitally or printed) on the day of training!

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Questions? Send us an email at hmis@oneroofonline.org!

Need training? Sign up at https://www.oneroofonline.org/request-hmis-training

Please read carefully before submitting the registration form to One Roof.

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What is PromisSE Training?

PromisSE Training is an in-depth basic training on the use of ServicePoint, the database implemented by One Roof and other Continuums of Care (CoCs – see Definitions), to track data and record the services provided for a variety of clients. This comprehensive training includes a large amount of information. An outline of the training is located in this workbook.

Goals of PromisSE Training

- Introduce trainees to PromisSE and briefly explain the functions of One Roof
- Provide a basic overview of the policies and procedures related to the privacy and confidentiality of clients and client documentation
- Introduce trainees to ServicePoint
- Walkthrough of creating clients, processing intakes/entries, and exiting clients from programs
- Provide an opportunity for trainees to learn how ServicePoint will affect their workflow
- Allow trainees to pose questions regarding One Roof and ServicePoint to the trainer and other trainees as a means of developing a more in-depth discussion and understanding

Training Expectations

Before Training

- **Please ensure that you are rested before training in order to remain active and focused on the material.** The PromisSE Training typically takes four to five hours, depending on the depth of the training and interactivity of trainees. Have coffee and/or snacks on hand if you need them.
- **Please clear your schedule on the day of training.** This will allow time for you to ask questions and provide the trainer the opportunity to clarify all questions presented.
- **Please arrive on time and be prepared for the entirety of the training.** Trainees will be given 10 minutes to arrange for Zoom to work and get into the session. We recommend making sure Zoom works prior to the day of training.
- **Please minimize distractions, if possible.** The PromisSE Training can be very technical. We recommend setting phones and email to silent/"busy" and closing office doors. While pets are welcome on camera, try to limit household distractions as well.
- **Please take notes!** The training will consist of a lot of important information. It's encouraged to have a notebook (physical or digital) available to take notes. You will be able to use these during the training's quizzes.
- **Please inform us of any concerns beforehand.** Our training is designed to fit the learning capabilities of all trainees. We will work to accommodate special needs.

During Training

- The entirety of the training will be presented virtually over Zoom.
- The training will consist of two sections: PromisSE Privacy and Security policies, and a look at a sample intake process via the ServicePoint Training Site.

- Following each section, trainees will be given a quiz that covers the information discussed. **You must pass the first quiz in order to complete the second half of training. A passing grade for both quizzes is 75% or higher.**
  - The quizzes are not timed. You are allowed two attempts at each quiz and are allowed the opportunity to review your incorrect answers between attempts. After each quiz, the trainer will review each incorrect response and answer any related questions.
  - **Take notes!** You can use these on the quizzes. Good notes = good grades!
- It is the responsibility of the trainee to remain awake and attentive during training. The material will be very in-depth and the trainer will thoroughly review and explain any concepts that may be difficult for trainees. However, any information that is missed while sleeping or otherwise distracted <u>will not</u> be reviewed before testing.

After Training

- Following the second quiz, all trainees that pass will receive an email with a homework assignment and a recording of the training. The recording will be available for 1 month. The Trainee will have ONE week to complete the homework via the HMIS training site. The homework will be reviewed, and once completed to an acceptable level that demonstrates a knowledge of the material, the trainee will need to complete a license form. The trainee will then be given access to the PromisSE Live Site.

New Users must return the HOMEWORK within ONE WEEK of being trained in order to be set up in ServicePoint.

PromisSE Training Outline*

Time	Agenda	Process
First Hour	Introductions Welcome Begin Section One	1. **Introduction:** Trainers will introduce themselves and make sure all participants have arrived and can see/hear presentation 2. **Begin Section One:** Section One starts with a presentation regarding confidentiality policies and procedures.
Second Hour	End Section One First Quiz BREAK Begin Section Two	1. **End Section One:** Section One is wrapped up with a brief introduction to the ServicePoint training site. 2. **First Quiz:** A 20 question quiz on Socrative. We will review any incorrect answers once all trainees have passed. 3. **BREAK: (5-10 minutes)** 4. **Begin Section Two:** Section Two starts with learning the process of searching for clients and creating a basic client profile within ClientPoint.
Third Hour	Section Two, Continued	1. **Section Two, Continued:** We will move into learning how to navigate through a Client's record – including ROI, Households, and Entry/Exit.
Fourth Hour	Finish Section Two Second Quiz	1. **Finish Section Two:** Section Two is wrapped up with learning how to update clients with interim reviews and going through the exit process. 2. **Second Quiz:** A 20 question quiz on Socrative. We will review any incorrect answers once all trainees have passed.
Fifth Hour	Conclusion Q&A	1. We will take questions and go over any special training needs (PSH Programs, PATH, Admins, etc.) to make sure all training needs are met.

*This is a general outline and will vary by training.

PromisSE Continuums of Care

PromisSE collects client information for the following CoCs in Alabama and Florida:
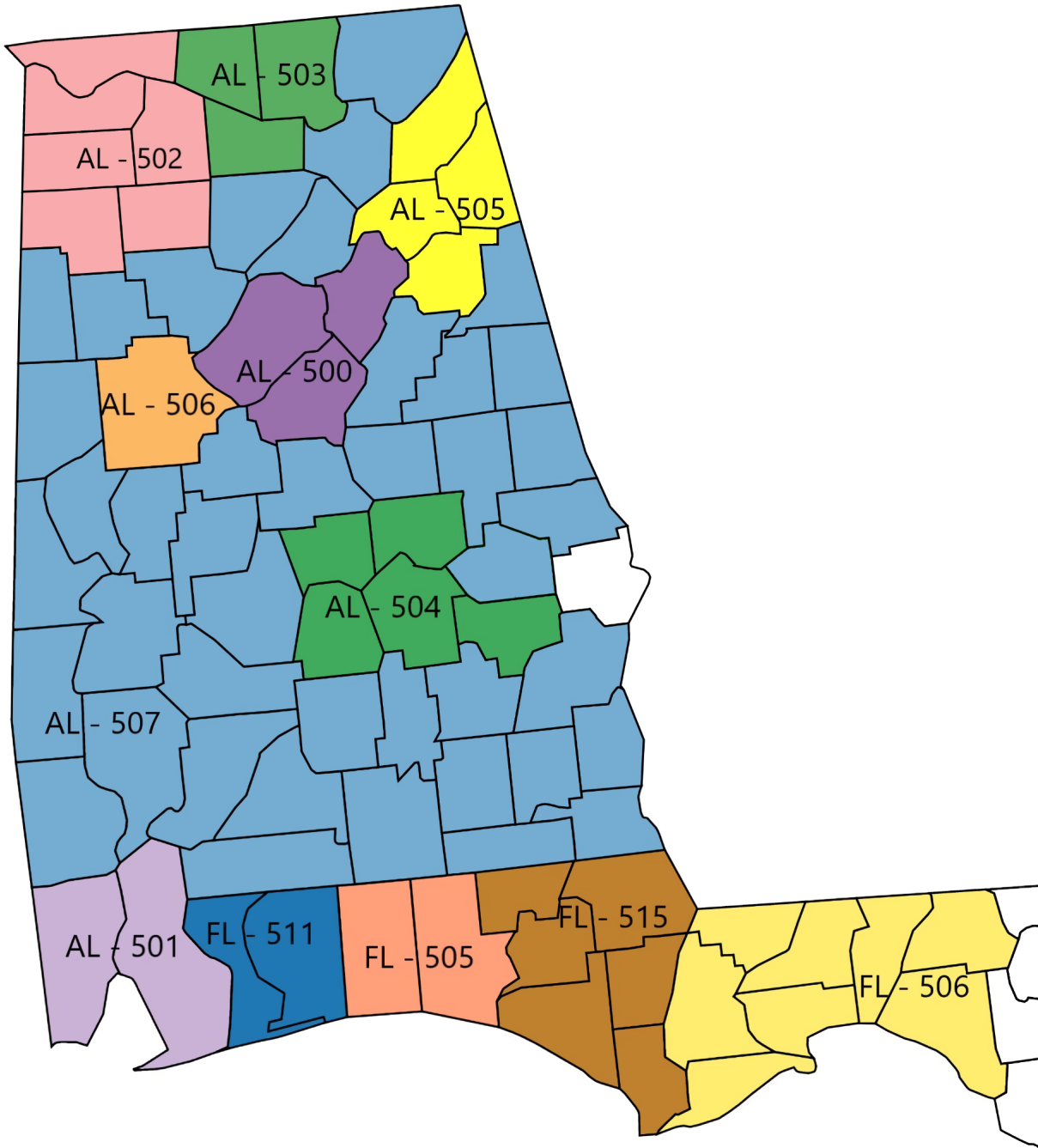
HUD Homeless Definitions

(via https://files.hudexchange.info/resources/documents/HomelessDefinition_RecordkeepingRequirementsandCriteria.pdf)

CRITERIA FOR DEFINING HOMELESS		
Category 1	Literally Homeless	Individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning: 1. Has a primary nighttime residence that is a public or private place not meant for human habitation; 2. Is living in a publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state and local government programs); or 3. Is exiting an institution where (s)he has resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution
Category 2	Imminent Risk of Homelessness	Individual or family who will imminently lose their primary nighttime residence, provided that: 1. Residence will be lost within 14 days of the date of application for homeless assistance; 2. No subsequent residence has been identified; and 3. The individual or family lacks the resources or support networks needed to obtain other permanent housing
Category 3	Homeless under other Federal statutes	Unaccompanied youth under 25 years of age, or families with children and youth, who do not otherwise qualify as homeless under this definition, but who: 1. Are defined as homeless under the other listed federal statutes; 2. Have not had a lease, ownership interest, or occupancy agreement in permanent housing during the 60 days prior to the homeless assistance application;

CRITERIA FOR DEFINING HOMELESS		
		3. Have experienced persistent instability as measured by two moves or more during in the preceding 60 days; and 4. Can be expected to continue in such status for an extended period of time due to special needs or barriers
Category 4	Fleeing/Attempting to Flee DV	Any individual or family who: 1. Is fleeing, or is attempting to flee, domestic violence; 2. Has no other residence; and 3. Lacks the resources or support networks to obtain other permanent housing

HUD Homeless Definitions (Simplified)

❖ **Category 1: Homeless (Literally Homeless)**
  ➢ Client is living in a place not meant for habitation, emergency shelter, or safe haven; also if the client is living in an institutional setting for less than 90 days.

❖ **Category 2: At Imminent Risk of Losing Housing**
  ➢ Client has **14 days or less** before losing their housing/becoming Category 1: Literally Homeless.

❖ **Category 3: Homeless under other Federal statutes**
  ➢ **DO NOT USE** – Implementation Ineligible

❖ **Category 4: Fleeing/Attempting to Flee DV**
  ➢ Client is actively fleeing a domestic violence situation.
  ➢ Category 4 supersedes Category 1 and Category 2.

❖ **Stably Housed**
  ➢ Client is in a stable housing situation with main utilities (gas, water, power) connected AND has the income to maintain that housing.
  ➢ Must be housed for **7 days**

HUD Types of Living Situations

HUD Types of Living Situations	
Literally Homeless Situations	- Place not meant for habitation - Emergency shelter - including hotel or motel paid for with emergency shelter voucher - Safe Haven
Institutional Situations	- Foster care home or foster care group home - Hospital or other residential non-psychiatric medical facility - Jail, prison, or juvenile detention facility - Long-term care facility or nursing home - Psychiatric hospital or other psychiatric facility - Substance abuse treatment facility or detox center
Transitional and Permanent Situations	- Hotel or motel paid for without emergency shelter voucher - Owned by client, no ongoing housing subsidy - Owned by client, with ongoing housing subsidy - Permanent housing for formerly homeless persons - Rental by client, no ongoing housing subsidy - Rental by client, with VASH subsidy - Rental by client, with GPD TIP subsidy - Rental by client, with other ongoing housing subsidy - Residential project of halfway house with no homeless criteria - Staying or living in family member's room, apartment, or house - Staying or living in a friend's room, apartment, or house - Transitional housing for homeless persons

Chronic Homelessness

To be considered chronically homeless, a person **must have a documented disability** (including substance abuse) and either:

- Live in a place not meant for human habitation, in an emergency shelter, or a safe haven for the last 12 months continuously; OR
- Live in a place not meant for human habitation, in an emergency shelter, or a safe haven on at least four occasions in the last three years where those occasions <u>cumulatively total at least 12 months</u>

Defining Chronic Homelessness in ServicePoint

ServicePoint utilizes a series of questions to determine the degree to which a client is experiencing homelessness by HUD's standards. It is very important that the information entered into ServicePoint be as accurate as possible and appropriately reflect the client's circumstances. Below are the questions located in each client's entry pertaining to chronic homelessness. These questions should be answered for **EVERY** client during **EACH** entry.

1. **"Approximate Date Homelessness Started"**
   a. This question is asking: "When was the last time you were stably housed?" OR "When was the last time you did not stay on the streets, in an emergency shelter, or safe haven?" It needs to be answered with the date that the client became homeless, most recently. The answer probably should not exceed a year (unless the client has not been housed at all in over a year). Entering the clients' date of birth or a date from many years ago is not sufficient.
2. **"Regardless of where they stayed last night - Number of times the client has been on the streets, in ES, or SH in the past three years including today"**
   a. This question is asking: "In the last three years, how many times have you been stably housed, and then returned to homelessness?" For this question, the client should not count the number of times (s)he has slept on the streets, in a shelter, etc. Instead, they should count the number of times they have stayed by themselves or with family/friends for a period of SEVEN days or more and

returned to the streets or shelter. If the client answers **"Four or more times"** and you **CANNOT** prove it (with ServicePoint and other documentation), select **"Three times"**. Selecting "Four or more times" may classify the client as chronically homeless in reports.

3. **"Total number of months homeless on the street, in ES or SH in the past three years"**

   a. This question is asking: "How much total homelessness has the client experienced over the last three years?" For the number of times the client was homeless in Question 2, how many actual months of homelessness did the client experience (For more information on months of homelessness, see Definitions)? Add all of the months together to determine the client's total amount of homelessness over the past three years. If the client answers **"More than 12 months"** and you **CANNOT** prove it (with ServicePoint and other documentation), select **11** OR **12**. Selecting "More than 12 months" may classify the client as chronically homeless in reports.

Definitions to Know

- **Agency Administrator** – Staff member(s) at each agency that ensures that the agency is in compliance with the HMIS Policies and Procedures
- **Annual Assessment** – Located in the Interims section of the Entry/Exit tab, an annual assessment allows a program to enter any information that has changed for a client following a full year of receiving services. Annual Assessments must be dated on the one year anniversary of the client's Project Start Date/Entry Date to the program, or 30 days prior or after the anniversary date. (See "Interim Review")
- **Area Median Income (AMI)** – Estimates average family income in regional areas
- **Back Date** – ServicePoint mode that allows users to enter information into the past. This mode should be used in order to enter information set for the Date and Time that the client interacted with the agency. This mode is best used when entering data for multiple clients
- **Client ID Number** – Identifying number that is automatically assigned by ServicePoint to each client; used to maintain confidentiality when referring to clients
- **Client Location** – (See "CoC Code")

- **ClientPoint** – Module in ServicePoint where basic client info is accessed and entered
- **CoC Code** – Identifies the CoC under which a client should be listed; used for "Client Location"
- **Continuum of Care (CoC)** – Collection of most of the homeless and homeless prevention service providers; approximately twelve currently in PromisSE with One Roof as the lead; mainly funded by HUD
- **Data Element/Point** – A specific piece of information that is entered in ServicePoint
- **Data Quality** – The accuracy and completeness of information collected/reported on within HMIS
- **Emergency Shelter (ES)** – Any facility whose primary purpose is to provide temporary shelter for the homeless in general or for specific populations of the homeless
- **Enter Data As (EDA)** – Mode that allows a user to enter data as any program under their agency. This mode is best used when entering data for multiple clients
- **Entry/Exit** – Tab in ClientPoint>Client Profile where the majority of client information can be entered, exited, and updated in programs
- **Head of Household (HoH)** – Client that is the primary/first point of contact within a household; must be age 18 or older (excludes RHY programs)
- **HMIS** – Homeless Management Information System; Computerized data collection tool designed to capture client-level information
- **Household** – Created in ServicePoint when two or more people wish to receive services together upon entry; may differ from the "family"
- **Household Count** – Shows the number of households in which the client is currently associated
- **Housing Move-in Date** – The date the client moves in to a permanent living situation
- **HUD** – Department of Housing and Urban Development; One Roof funder; the Federal agency responsible for national policies and programs that address America's housing needs that improve and develop the nation's communities, and enforce fair housing laws
- **HUD Verification** – Feature on sub-assessments that is used to answer additional questions, such as Disabilities, Monthly Income, Non-cash Benefits, and Health Insurance; all four must be completed for an adult client while only Disabilities and Health Insurance need to be completed for a child. Completed sub-assessment signified by a green box with a white check mark, and an incomplete assessment signified by a red triangle with an exclamation point (See "Sub-assessment")

- **Interim Update** – Located in the Interims section of the Entry/Exit tab, an Update allows a program to enter any information that has changed for the client following the Project Start Date/Entry. Updates are required to be entered, at least once every 90 days while a client is receiving services from a program. (See "Annual Assessment")
- **Live Mode** – All data entered during live mode will be listed with the current date and time
- **Module** – Navigation bars along left side of ServicePoint that will guide user through the site
- **Month of Homelessness (HUD)** – One day of homelessness = one month of homelessness (example: 35 days = 2 months); HUD only requires documentation of homelessness for one day out of the month to prove an entire month of homelessness for a client
- **One Roof** – Non-profit organization and coordinating body for services provided by homeless agencies regionally; lead Continuum of Care (AL-500: serves Jefferson, St. Clair, and Shelby Counties) in the PromisSE implementation (which includes the state of Alabama and the Florida Panhandle)
- **Permanent Supportive Housing (PSH)** – Long-term, community-based housing that has supportive services for homeless persons with disabilities. This type of supportive housing enables special needs populations to live as independently as possible in a permanent setting
- **Personally Identifiable Information (PII)** – Any information about a client that is collected by an agency that is linkable to or may be used to distinguish, trace, identify that client's identity, such as a Date of Birth, Social Security Number, Income/Employment Information, and/or other data
- **Place Not Meant for Habitation** – Locations not designed for sleeping (i.e. bridges, abandoned buildings, emergency room). For One Roof/AL-500, this includes a residence with one of three main utilities cut off (gas, water, power)
- **Prior Living Situation** – Location client slept the night before entering program
- **PromisSE** – Acronym meaning "Program Management Information System of the South East"; the data management system (HMIS) implemented by One Roof and other COCs; covers all of Alabama and the Florida Panhandle
- **PromisSE License Agreement** – Document signed by all new and recertified users in ServicePoint; must be signed annually in order to renew access to HMIS

- **PromisSE Release of Information (ROI)** – Document required of all clients entered into PromisSE; details the confidentiality policies of ServicePoint and allows clients to authorize the sharing of their data amongst providers within PromisSE. A signed ROI is valid in HMIS for five years.
- **Safe Haven (SH)** – A form of supportive housing that serves homeless individuals with a documented, severe mental illness
- **ServicePoint Live Site** – Web-based system that provides real-time client demographics based on data input by users across Alabama and the Panhandle of Florida
- **ServicePoint Training Site** – A replica of the ServicePoint Live Site; a completely separate site used for training that allows users to practice inputting data; <u>only used for fake information</u>
- **Start Date/End Date (ServicePoint)**
  - **Start Date** – the approximate date a specific item or event began (ex: Disability Start Date is the day the disability was diagnosed)
  - **End Date** – the approximate date an item or event ended (ex: Income End Date is the day the income is no longer received)
- **Sub-Assessment** – Fields in ServicePoint that are used to gather more information; all four sub-assessments must be completed on a regular entry for an adult client: Disabilities, Monthly Income, Non-cash Benefits, and Health Insurance. For a regular entry for a child, only two sub-assessments must be completed: Disabilities and Health Insurance. (See "HUD Verification")
- **Transitional Housing (TH)** – A type of housing with the purpose to facilitate the movement of homeless individuals and families to permanent housing within a specified time (usually 24 months)
- **Universal Data Elements (UDE)** – Universal Data Elements are those which all HMIS participating Continuum projects are required to complete. UDEs enable the ability to record unique, unduplicated client records, establish participation in a project within a date range, and identify clients who meet criteria for chronic homelessness
- **User** – Someone who actively enters data in ServicePoint and has been certified to use ServicePoint

Common HUD Terms and Acronyms

(via https://files.hudexchange.info/resources/documents/CommonHUDTermsandAcronyms_Handout.pdf)

Acronym	Definition
AHAR*	Annual Homeless Assessment Report
APR	Annual Performance Report
CoC	Continuum of Care approach to assistance to the homeless
Continuum of Care	Federal program stressing permanent solutions to homelessness
Con Plan	Consolidated Plan
CPD	Community Planning and Development (HUD Office of)
Data Warehouse	Information system storing program and operational data
ESG	Emergency Solutions Grant (new with Hearth) Emergency Shelter Grant (previous program name
FMR	Fair Market Rent
HIC	Housing Inventory Count
HMIS	Homeless Management Information System
HOPWA	Housing Opportunities for Persons with AIDS
HRE	Homelessness Resource Exchange
HPRP	Homeless Prevention and Rapid Re-Housing Program
HQS	Housing Quality Standards
HUD	U.S. Department of Housing and Urban Development
IDIS	Integrated Disbursement and Information System
NOFA	Notice of Funding Availability
OMB	Office of Management and Budget
PIT	Point in Time

Acronym	Definition
PBRA	Project Based Rental Assistance
PRN	Pro Rata Need
RHSP	Rural Housing Stability Program
S+C	Shelter Plus Care
SHP	Supportive Housing Program
SRA	Sponsor-Based Rental Assistance
SRO	Single Room Occupancy
SSO	Supportive Services Only
Super NOFA	HUD's consolidated approach to issuance of Notices of Funding Availability
TBRA or TRA	Tenant Based Rental Assistance
TH	Transitional Housing

(*Bolded term – Used frequently)

Universal Data Elements

The Universal Data Elements (UDE, see Definitions) refers to any information required to be collected in order for a client Entry/Exit to be considered complete. UDEs include:

- Name
- Social Security Number
- Date of Birth
- Race
- Ethnicity
- Gender
- Veteran Status
- Disabling Condition

- Project Start Date and Exit Date
- Destination
- Relationship to Head of Household
- Client Location
- Housing Move-In Date
- Living Situation
- Insurance Status
- Release of Information

PromisSE Privacy and Confidentiality Policies

These policies may be subject to change; however, changes will be publicly noted.

Hard Copy Data (Physical Files)	Technology/Digital Data Privacy
- Should be kept in: - Locked file cabinet or drawer - Locked office, when unoccupied - Files are secure at all times	- User access levels based on need-to-know (ServicePoint) - Computer should have: - Password protection - Firewalls - Virus Protection with automatic updates - Operating System with automatic updates - Workstation should: - Be in a secure location (wall behind) - Use a secure internet connection (no public wi-fi)

Release of Information

- Required for all clients, but is not a barrier to services.
- Must be signed before any information is entered into ServicePoint.
- Clients under 18 must have their ROI signed by a parent or guardian.
- Can be incorporated into an agency's intake.
- Valid within ServicePoint for 5 years. Physical documentation maintained for 7 years.

Culture of Privacy

- Keep office discussions limited to a need-to-know basis.
- Data should be de-identified prior to release (Using Client ID numbers **ONLY**)
- Applies to any type of communication regarding clients (phone, fax, email, in person)
- Data should remain in ServicePoint and should never be transferred or copied to any external format/portable media device (USB, CD, cloud, etc.)
- Login information, including passwords, should not be publicly available or shared.

PromisSE Data Timeliness Policy

HUD and other funding sources measure data accuracy based on the amount of time it takes for the data to be entered. Therefore, One Roof requires ServicePoint data to be entered within 24 hours of intake or as soon as possible after intake. The database is used to enter and display real-time demographic information. Due to this, newly-gathered data must be entered in a timely manner. If possible, users should enter a client's data *while the client is present* to ensure accuracy.

ServicePoint Log-in Policy

Users must login to ServicePoint at least once every 30 days to maintain their certification. After 30 days, the user will need to be retested and may be required to repeat basic training in order to regain access to ServicePoint.

Log-in Notifications

One Roof *must* be notified when users leave an agency or will be out of the system for an extended period of time. One Roof will monitor logins and alert each user via email when they are close to reaching 30 days without a login. Users will be given **3 reminders** before losing certification in ServicePoint.

Log-in Reminders	
Reminder 1	The user will be emailed when they are about to reach 30 days without login.
Reminder 2	If no response or login within a week of passing 30 days, the user and the user's Agency Admin will be emailed regarding login.
Reminder 3	If no response within a week of the second reminder, the user will be emailed this final reminder. The user will have **5 business days** to login before being inactivated in ServicePoint and losing certification.
Inactivation	The user will be notified that they have been inactivated in ServicePoint. Information will be given regarding the process to become recertified.

Submitting Questions and Technical Problems to One Roof

If you need assistance with HMIS, email us at hmis@oneroofonline.org. Please remember to **ONLY** send us the Client ID number; do not include other identifying information for the client.

Here are some tips to get the best results:

1. **Understand the Problem**
   a. Review your notes and workbook to make sure you can't find the answer yourself
   b. Make sure you clearly understand what the problem is
2. **Double check your work**
   a. Was there a typo? Did you complete all of the information for the assessments?
   b. Was there a duplication of client, entry/exit, or household?
3. **Be descriptive**
   a. Are you using the right terminology (Tab, Module, Client Profile, etc.)?
   b. What exactly is going wrong and what is going right?
   c. Screenshots can be helpful, but **DO NOT** send images that include personal client information.
4. **Provide examples**
   a. Is this something for a specific client or for a certain part of HMIS?
   b. Does it affect more than one client or more than one household?
5. **Proofread your question and make sure you are communicating clearly**
   a. Read it out loud if need be.
   b. Remember to make references clear and straightforward.
   c. Use proper grammar and punctuation.
6. **Follow up**
   a. Your question may not be the end of the conversation
   b. Please allow time for us to read your question and process your request. Sometimes we will need to research or are occupied with other users; however, do reach out to us again if you have not heard from us in a reasonable amount of time.
   c. Remember, we're all here to help our clients! We'll do our best to resolve your issue.